



# Your well-being, your way

Health and well-being program overview for  
Access U.S. members

# On the path to better health

At Aetna International, we are committed to helping create a stronger, healthier global community. Recognizing that many different physical and emotional factors contribute to your overall well-being, we're passionate about helping you juggle work and personal demands so you can enjoy a healthier, happier life.

An elderly couple is walking in a park. The woman on the left has short blonde hair and is wearing a grey sweater under a dark blue vest with red trim and dark blue pants. She is holding a black leash for a small, scruffy, light-colored dog. The man on the right has a white beard and is wearing a dark brown hat, a grey vest over a dark blue long-sleeved shirt, and blue jeans. He is holding a wooden walking stick. They are walking on a grassy path next to a large tree trunk. The background is a soft-focus green field.

Your path to health and well-being is a continuous, unique journey like no one else's. No matter where you are in your journey, we are here to support you every step of the way. Your gateway to well-being begins on your secure member website — your personalized online account found at **Aetna.com**.

### Register for your website

If you haven't already done so, please register for your Aetna member website by following these simple steps:

1. Go to **Aetna.com** and select "Login"
2. Click on "**Register**" under the "**Don't have an account?**" section
3. Fill in your **Member ID number, name, date of birth**, and **zip code**
4. **Select your preferred method of communication** (call, text or email) and enter the provided 6-digit pin
5. Create a unique username and password

# Get started on the right foot

## Well-being Assessment

When you feel good, it's easier to enjoy the people and things you love most. Our online Well-being Assessment offers you easy ways to feel good.

This secure online questionnaire asks about your health habits and family history to help identify some of your health needs. It is designed to help us offer you programs that fit your personal health goals and support you in making strides towards a healthier lifestyle.

Our secure online health and wellness program helps you find convenient ways to make healthy changes. You can learn how to:

- Stay fit at your own pace
- Choose healthy food options with confidence
- Make smart, gradual changes tailored to your lifestyle for lasting results
- Relieve stress

Each program includes interactive tools to help you reach your health goals in a fun, interesting way. You'll find relaxation videos, exercise tracking tools, time management, a detailed recipe library and more.

**Head over to [Aetna.com](https://www.aetna.com) to start your Well-being Assessment!**



# Support tailored specially to you

## International Care Management Program



Our innovative International Care Management Program helps you and your family successfully navigate the U.S. health care system with ease so you can focus on your well-being.

Led by our clinical Care and Response Excellence (CARE) team advocates, the program offers one-on-one assistance and personalized, culturally relevant support anytime, anywhere.

\*If the condition is a medical emergency, you should go immediately to the nearest physician or hospital without delay and then contact the Aetna International Member Service Center.

Your CARE advocate will:

- Support your health goals while addressing acute and chronic conditions
- Help you navigate care, prepare for a hospital stay or plan for your recovery
- Recommend group wellness webinars and health coaching
- Develop pre-trip and post-assignment plans
- Serve as your dedicated resource during difficult times and for medical emergencies\*
- Offer personalized tools and guidance to help you through your pregnancy

## Maternity Management

We want to help you have a healthy pregnancy. With the Aetna Maternity Management program, you'll learn about what to expect before and after delivery, early labor symptoms, newborn care and more. We'll also help you:

- Make smart choices for a healthy pregnancy
- Lower your risk for early labor
- Cope with postpartum depression
- Stop smoking

Whether you're planning a pregnancy, already pregnant or post-delivery, this no-cost program is personalized for you.

### Want to get started?

Visit **Aetna.com** and go to "Health and Wellness" to check out our Maternity Support Center or enroll in the Maternity Management program.





# Achieving balance

## Employee Assistance Program

**When you're juggling work demands and your personal life, finding the right balance can be challenging. Sometimes you can use a hand.**

Whether you need a little help tackling personal problems, finding local resources or just managing life's hectic pace, we've got you covered. Your Employee Assistance Program (EAP) is full of confidential resources — and it's all available at no additional cost to you.

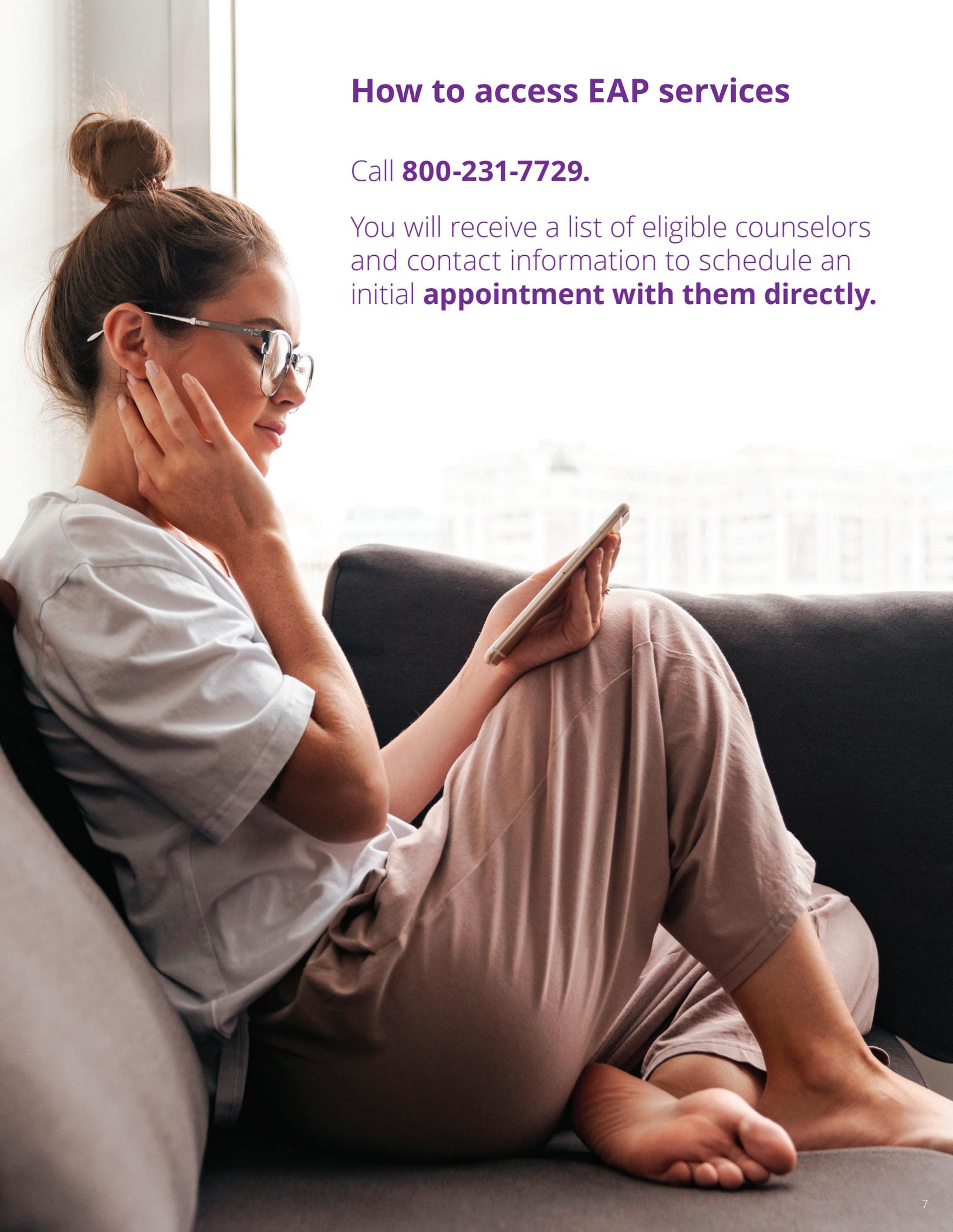
Your EAP can make your life easier by:

- Connecting you with local resources and services such as child care facilities, home health aides, financial advice, continuing education options, career development assistance, legal services, support groups and mental health resources
- Providing referrals for counseling, including immediate telephone consultation and scheduled in-person counseling

### Therapeutic counseling

We all need a little support from time to time. No matter what you or a loved one is facing — a mental health condition, a parenting challenge or just a few tough weeks — you and your family are not alone.

You have access to therapeutic counseling as part of your EAP. Using traditional cognitive behavioral therapy, the counseling program is designed to help you identify skills, strengths and resources you can use to help you get on the road to feeling better. Therapy sessions are conducted over the phone or in person (depending on your plan) with a professional counselor.



## How to access EAP services

Call **800-231-7729**.

You will receive a list of eligible counselors and contact information to schedule an initial **appointment with them directly**.

# Unleash your best self

## MyStrength and AbleTo

### myStrength

Access holistic support using myStrength, a clinically proven learning program offering you a daily online destination for improving and maintaining your overall well-being and resilience. Each highly interactive learning module will provide you with ways to address depression, anxiety, stress, substance use, chronic pain and sleep challenges. Available 24/7 online and with the myStrength app, it's safe, secure and personalized just for you.

### How to get started:

- Register online for your free account at [bh.mystrength.com/naexpats](http://bh.mystrength.com/naexpats), OR
- Download the mystrength app by searching for "myStrength" in the App Store or Google Play store, selecting "Sign up" and entering "naexpats" under the "Payer Code" field

### AbleTo

#### Extra help when you need it

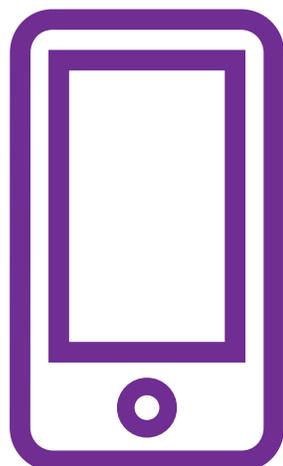
It's normal to feel worried, depressed, confused or angry sometimes. But over time, these feelings can make it difficult to manage your daily life and hinder your ability to make healthy lifestyle changes.

That's why we've partnered with leading behavioral health provider AbleTo, which can help you work through your emotions and learn what changes you may need to make to feel as if you have a little more control of your health and your life.

With AbleTo's confidential support, you can speak directly with a qualified professional by phone or web-based videoconference when it's most convenient for you.

This eight-week program includes:

- Weekly meetings with a therapist to address your emotional challenges
- Weekly meetings with a coach to identify health goals and develop an action plan
- A final meeting with a therapist at the program's end



### Ready to begin?

Call AbleTo at **1-844-330-3648** OR

Contact our CARE team at **800-231-7729**

# Within reach

## Teladoc

### Experienced doctors available by telephone or video call

We're connecting your health care with our digital tools to offer virtual support when and where you need it. When you are in the U.S., Teladoc gives you easy access to medical consultations, prescriptions and well-being support — all directly from your smartphone. Once you download the Teladoc app and register, you can talk to our highly qualified doctors by telephone or video call at a time and place that works best for you.

Whether you need a detailed diagnosis, a specialist referral or everyday health advice, Teladoc consultations are designed to fit in alongside your work and family commitments. Calls last up to 30 minutes, giving you plenty of time to share your concerns and ask questions. And because you don't have to travel or sit in a waiting room, they don't disrupt your day.

- Experienced doctors specially trained in telemedicine
- Medical consultations in the comfort of your own home or office
- Available for diagnoses, treatments, referrals and general well-being advice
- Photos and documents easily uploaded ahead of your call
- Prescriptions and specialist referrals sent directly to your phone

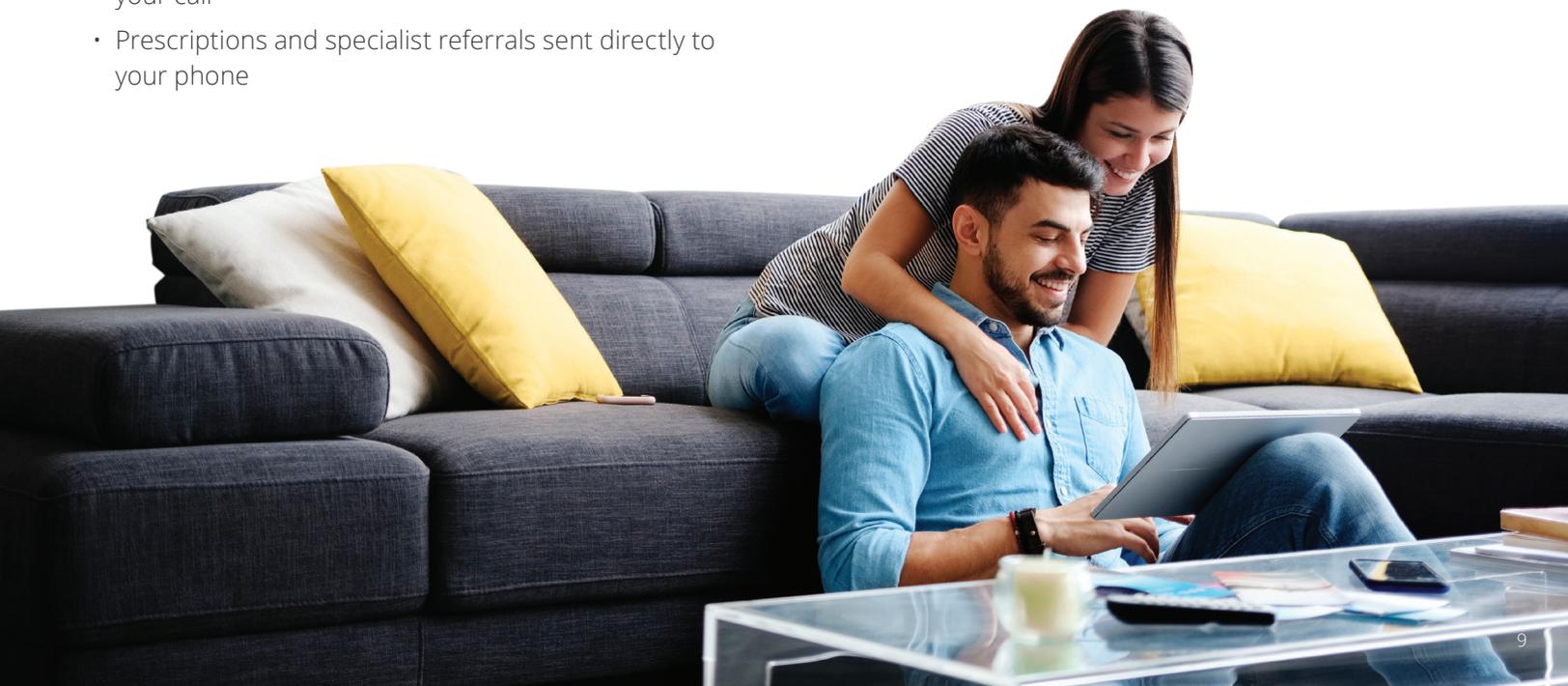
### 24-Hour Nurse Line

When you are in the U.S., you can always speak with one of our registered nurses and get the answers you need — whether it's the middle of the night, you're away from home or you're just not sure if you need to call your doctor.

Our 24-Hour Nurse Line is staffed around the clock with registered nurses to help you make more informed decisions about your health whenever it works best for you. These nurses offer helpful information about a variety of health issues and may even save you an unneeded trip to the doctor's office.

You can:

- Contact the 24-Hour Nurse Line toll-free at **1-800-556-1555** (TTY: 711)
- Call as many times as you or your family members need to at no extra cost to you
- Get information on a wide range of health topics
- Ask for help in preparing for a visit to your doctor



## Questions?

Contact our Member Services team at **800-231-7729** or by calling the number on the back of your Member ID Card.

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